

The Root Cause of Mail Delays: Booming Package Volumes

It's Not the Postmaster General's Service Directives

- These were only in effect from July 10–August 18, 2020
- Court challenges and public pressure have tabled these measures
- 7 percent of first-class mail was delayed

High Package Volumes are Causing Longer Mail Delays

- In December first-class mail service was dramatically worse than when the Postmaster General's directives were in effect
- For the week ending December 26, 2020, only 64 percent of first-class mail was delivered on time, 18% lower than the worst week for summer mail – 81.5%
- Package delivery was at 95% on-time delivery for the week ending December 26, 2020, per a ShipMatrix consulting firm study

Latest Publicly Available Statistics for First-Class Mail Delivery

Week Ending	On-Time Delivery
11/21/2020	84.69%
11/28/2020	78.86%
12/5/2020	75.29%
12/12/2020	70.60%
12/19/2020	61.97%
12/26/2020	63.87%

What is Needed

- US Postal Service to provide plan for 91% on-time delivery by March 23
- Weekly public disclosure of mail and package on-time delivery statistics
- Prioritize mail (monopoly service) over packages (competitive service)

Sources: U.S. Postal Service August 18, 2020 news release; Jones v. USPS service filing information (January 8, 2021); The Washington Post, September 16, 2020; ShipMatrix (January 5, 2021 press release)